

Renew Service On-line

Expired or expiring services can be renewed at Fortinet on-line renewal store.

Note: This on-line renewal option **ONLY** available for customers in United States and Canada.

1. Login to <https://support.fortinet.com> with your **account ID/email** and **password**
*Account ID/Email must be the same full email address where the product is currently registered to.

2. Under Asset and Select Purchase Services

FORTINET
CUSTOMER SERVICE & SUPPORT

Home Asset Assistance Download Feedback

Fortinet Sunnyv... LOG OUT
277793 - Fortinet Inc

Home Welcome Fortinet Sunnyvale
Please be aware that all dates and times shown on this web site are Pacific Standard Time or Pacific Daylight Time.

Customer Support Bulletin

1. Information Disclosure Vulnerability in OpenSSL It has been discovered that OpenSSL versions 1.0.1 through 1.0.1f may contain an information disclosure vulnerability ...
2. FortiGate Heartbeat Failures A FortiGate device running in an HA cluster may report heartbeat failures of other cluster members if the uptime of a member exceeds 497 days...
3. IPS Engine update Updates to the IPS engine that runs on the FortiGate platforms periodically are made available on the FortiGuard distribution network that permit devices with...

More

Asset

Register/Renew
Register HW/Virtual appliance or software; Activate service contract or license on your registered product.

Manage Products
Search, update or generate report for your registered products. Like product entitlement, description, location, entitlement and reseller etc.

Purchase Services
Extend your expiring services at our on-line renewal store.

Renew Service On-line

3. You will see a list of units eligible for on-line renewal. Select the renewal options:

- A. **Renewal** : To select support services to renew
- B. **Express Renewal** : To renew existing support services

- Home
- Shopping Cart
- Checkout
- Renewal History
- Back to Support
- Logout

Shopping Cart Items: 0 Total price: 0

Units Eligible For Renewal

FAP11C3X1200

Renewal Express Renewal

Support Type	Support Level	Activation Date	Expiration Date
Hardware	Advanced HW	May-07-2013	Dec-31-2014
Firmware & General Updates	Web/Online	Dec-29-2013	Dec-31-2014
Enhanced Support	24x7	Dec-29-2013	Dec-31-2014
Telephone Support	24x7	Dec-29-2013	Dec-31-2014

FAP2223X1100

Renewal Express Renewal

Support Type	Support Level	Activation Date	Expiration Date
Hardware	Advanced HW	Jul-09-2012	Dec-31-2014
Firmware & General Updates	Web/Online	Mar-03-2013	Dec-31-2014
Enhanced Support	24x7	Mar-03-2013	Dec-31-2014
Telephone Support	24x7	Mar-03-2013	Dec-31-2014

FG100C3G08602

Renewal Express Renewal

Support Type	Support Level	Activation Date	Expiration Date
Hardware	Advanced HW	Apr-11-2012	Dec-31-2014
Firmware & General Updates	Web/Online	Apr-11-2012	Dec-31-2014
Enhanced Support	24x7	Apr-24-2013	Dec-31-2014
Telephone Support	24x7	Apr-24-2013	Dec-31-2014
AntiVirus	Web/Online	Apr-11-2012	Dec-31-2014
NGFW	Web/Online	Apr-11-2012	Dec-31-2014
Web Filtering	Web/Online	Apr-11-2012	Dec-31-2014
AntiSpam	Web/Online	Apr-11-2012	Dec-31-2014

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4. If you select “**Renewal**”, you have to select:

- a) UTM bundle: 8x5 or 24x7
- b) Forticare : 8x5 or 24x7

5. Click “**Continue**”

- Home
- Shopping Cart
- Checkout
- **Renewal History**
- Back to Support
- Logout

Shopping Cart Items: 0 Total price: 0

Renewal Package Options

Product Info
Product Model FortiGate 110C **Serial Number** FG100C3G0860
Registration Date Apr-11-2012 **Description**

Current Support Coverages

Support Type	Support Level	Activation Date	Expiration Date
Hardware	Advanced HW	Apr-11-2012	Dec-31-2014
Firmware & General Updates	Web/Online	Apr-11-2012	Dec-31-2014
Enhanced Support	24x7	Apr-24-2013	Dec-31-2014
Telephone Support	24x7	Apr-24-2013	Dec-31-2014
AntiVirus	Web/Online	Apr-11-2012	Dec-31-2014
NGFW	Web/Online	Apr-11-2012	Dec-31-2014
Web Filtering	Web/Online	Apr-11-2012	Dec-31-2014
AntiSpam	Web/Online	Apr-11-2012	Dec-31-2014

Select Renewal Support Coverage

Support	UTM Bundle Best Value		FortiCare Great Value	
	8x5	24x7	8x5	24x7
Hardware	✓	✓	✓	✓
Firmware & General Updates	✓	✓	✓	✓
Enhanced Support	✓	✓	✓	✓
Telephone Support		✓		✓
AntiVirus	✓	✓		
NGFW	✓	✓		
Web Filtering	✓	✓		
AntiSpam	✓	✓		
Terms/Years				
1	<input type="radio"/> \$898.00	<input checked="" type="radio"/> \$1167.00	<input type="radio"/> \$299.25	<input checked="" type="radio"/> \$498.75
2	<input type="radio"/> N/A	<input type="radio"/> N/A	<input type="radio"/> N/A	<input type="radio"/> N/A
3	<input type="radio"/> N/A	<input type="radio"/> N/A	<input type="radio"/> N/A	<input type="radio"/> N/A
4	<input type="radio"/> N/A	<input type="radio"/> N/A	<input type="radio"/> N/A	<input type="radio"/> N/A
5	<input type="radio"/> N/A	<input type="radio"/> N/A	<input type="radio"/> N/A	<input type="radio"/> N/A
	<input checked="" type="button" value="Continue"/>		<input type="button" value="Continue"/>	
	<input type="button" value="Back"/>			

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6. If you select “**Express Renewal**” , click
- Add to Cart** : if you have more unit to renew
 - Checkout** : to proceed if only the selected serial number to be renewed

- Home
- Shopping Cart
- Checkout
- Renewal History
- Back to Support
- Logout

Shopping Cart Items: 0 Total price: 0

Renewal Confirmation

Product Info

Product Model FortiGate 110C **Serial Number** FG100C3G0860
Registration Date Apr-11-2012 **Description**

Selected Renewal Support Coverage

SKU	Package Description	Price
FC-10-00113-950-02-12	FortiGate-110C 24x7 FortiCare plus FortiGuard Bundle Contract	\$1,167.00

New Support Coverage

Support Type	Support Level	Activation Date	Expiration Date	New Expiration Date
Hardware	Advanced HW	Apr-11-2012	Dec-31-2014	Dec-31-2015
Firmware & General Updates	Web/Online	Apr-11-2012	Dec-31-2014	Dec-31-2015
Enhanced Support	24x7	Apr-24-2013	Dec-31-2014	Dec-31-2015
Telephone Support	24x7	Apr-24-2013	Dec-31-2014	Dec-31-2015
AntiVirus	Web/Online	Apr-11-2012	Dec-31-2014	Dec-31-2015
NGFW	Web/Online	Apr-11-2012	Dec-31-2014	Dec-31-2015
Web Filtering	Web/Online	Apr-11-2012	Dec-31-2014	Dec-31-2015
AntiSpam	Web/Online	Apr-11-2012	Dec-31-2014	Dec-31-2015

Note: New support coverage expiration dates are calculated from today.

7. Review your billing information and **Continue**.

- Home
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Shopping Cart Items: 1 Total price: 1167.00

Billing Information

This is the address that appears on your credit card and information below is only used for online renewal purpose.

First Name * Fortinet
Middle Initial
Last Name * Sunnyvale
Company * Fortinet Inc
Address * 899 Kifer Road Sunnyval
Address2
City * Sunnyvale
Postal Code 94086
Country * United States
State/Province California
Email * fortinet@fortinet.com
Phone * +1-408-235-7700
Fax +1-408-235-7737
Save Billing Info Under the Name

* Required field

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8. Complete the credit card information and confirm on service agreement to continue.

Credit Card Information

The information above must match that of the card holder.

Card Type	American Express ▼	Card Number	1234567890001234
Expiration Date: Month	01 ▼	Year	2014 ▼

Forticare/FortiGuard Service Agreement

FortiCare/FortiGuard SERVICE CONTRACT

THIS IS A LEGALLY BINDING AGREEMENT BETWEEN YOU, THE CUSTOMER, AND FORTINET BEFORE YOU CONTINUE WITH REGISTRATION OF YOUR FORTICARE OR FORTIGUARD SERVICE CONTRACT (THE "SERVICES CONTRACT";) CAREFULLY READ THE TERMS AND CONDITIONS OF THIS AGREEMENT. BY CLICKING ON THE "ACCEPT" BUTTON, YOU, AS AN AUTHORIZED REPRESENTATIVE ON BEHALF OF CUSTOMER, CONSENT TO BE BOUND BY AND BECOME A PARTY TO THIS AGREEMENT ("AGREEMENT") AND YOU REPRESENT THAT YOU HAVE READ AND UNDERSTAND THIS AGREEMENT AND HAVE HAD SUFFICIENT OPPORTUNITY TO CONSULT WITH COUNSEL, PRIOR TO AGREEING TO THE TERMS HEREIN AND SUBMITTING YOUR REGISTRATION. IF YOU HAVE ANY QUESTIONS OR CONCERNS, OR DESIRE TO SUGGEST ANY MODIFICATIONS TO THIS AGREEMENT, PLEASE CONTACT THE LOCAL FORTINET SALES REPRESENTATIVE TO BE REFERRED TO FORTINET LEGAL. IF YOU DO NOT AGREE TO ALL OF THE TERMS OF THIS AGREEMENT, DO NOT CONTINUE WITH THE REGISTRATION PROCESS.

The parties to this agreement are Customer and, effective January 1, 2013, either (i) where Customer is located within the Americas,

I Agree ☒

I Disagree ☐

Continue

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9. You will see the order summary once the renewal is completed, click “**Details**” to view the renewal contract information or click “**contract letter**” to download contract letter.

Your order has been completed.

Order Information

Order ID OLN011043 **Created** 4/27/2010

Order Summary

SKU		Description	Price	Quantity		
FC-10-00063-950-02-12		FortiWiFi-60A 24x7 Bundle Renewal	\$437.18	1		Details
	Total:				\$437.18	

FC-10-00063-950-02-12

Contract	Serial Number	Contract Term	
038199191810	FWF60A2905501	Hardware - Advanced HW [10/29/2009-10/29/2010]	Contract Letter
		Firmware - Web/Online [10/29/2009-10/29/2010]	
		Enhanced Support - 24x7 [10/29/2009-10/29/2010]	
		Telephone Support - 24x7 [10/29/2009-10/29/2010]	
		AntiVirus-Web/Online [10/29/2009-10/29/2010]	
		IPS - Web/Online [10/29/2009-10/29/2010]	
		Web Filtering-Web/Online [10/29/2009-10/29/2010]	
		AntiSpam-Web/Online [10/29/2009-10/29/2010]	

Note: Once online renewal is completed, service contract will be applied automatically to the serial number, no registration is required from your side.